

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Veterans' Services Claims Examiner**

**Class Code: 10512**

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### **A. Purpose:**

Performs the initial and final examination of claims for veterans benefits by checking for completion, accuracy, and compliance with regulations to ensure that claims are submitted and calculated correctly.

### **B. Distinguishing Feature:**

The Veterans' Services Claims Examiner examines veterans' benefits claims for accuracy and completeness, examines award letters, and compiles statistical information.

Veterans' Services Specialists provide counseling and research assistance, explain available veterans' benefits, prepare and/or explain how to prepare claims, and review determinations made by the Veterans Administration.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Reviews veterans' benefits claims prior to submission to ensure information is authentic, complete, and accurate.
  - a. Determines if proper and correct documents are attached.
  - b. Ensures that attached narratives are clear and informative.
2. Requests additional information from claimants or individual(s) originating the claim to complete claims before presentation to the Veterans Administration.
3. Reviews claims after adjudication by the Veterans Administration rating board to confirm the accuracy of monetary or non-monetary awards.
  - a. Reviews award letters for accuracy and ensures that the Veterans Administration has complied with all laws, regulations, and policies.
  - b. Notifies supervisor of errors or exceptions.
4. Drafts correspondence to veterans, their dependents, Veterans' Services Specialists, or County and Tribal Veteran Service Officers to request additional information and to provide information on claims.
5. Updates and distributes manuals and copies of office policies and procedures to ensure all have complete and accurate information to use in accepting and processing veterans' claims.
6. Compiles data and composes monthly statistical reports.
7. Performs other work as assigned.

#### **D. Reporting Relationships:**

Reports to a Military and Veterans Program Manager II. May provide work direction to other clerical support staff.

#### **E. Challenges and Problems:**

Challenged to verify the calculation of monetary awards. This is difficult because of the time and accuracy that is required.

Typical problems include ensuring consistency with awards, having complete and accurate information, having knowledge of the various veterans benefit programs, various time limits associated with claims, knowing who or where to go for information, being knowledgeable of various disability rates and how to calculate awards, and ensuring timelines are adhered to in filing claims.

#### **F. Decision-making Authority:**

Decisions made include necessary changes in the format or wording of narratives, who to contact for more information, if awards are correct and why, and preparation changes to claims.

Decisions referred include whether awards need to be referred to the Veterans Administration for correction and requesting re-considerations, privacy or confidentiality conflicts, final approval of claims to be submitted for adjudication, budget related issues, and approval of changes in reporting procedures.

#### **G. Contact with Others:**

Daily contact with veterans and/or their dependents, office and field claims staff, County and Tribal Veteran Service Officers, and personnel from the Veterans Administration to give and receive information.

#### **H. Working Conditions:**

Typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- regulations that govern the award of veterans' benefits;
- military and medical documents;
- proper office practices;
- Veterans Administration rules, policies, and procedures.

Ability to:

- deal tactfully with others;
- establish rapport with claimants;
- interpret military and medical documents and statements;
- align information in a logical sequence;
- use a computer;
- meet deadlines;
- make decisions;

- communicate information clearly and concisely.